



*Code V*

**DEFENSE LOGISTICS AGENCY**

DEFENSE DISTRIBUTION CENTER  
2001 MISSION DRIVE  
NEW CUMBERLAND, PA 17070-5000

*D II*  
*X —*

IN REPLY  
REFER TO

DDC-T

DEC 19 1997

**MEMORANDUM FOR DDC DEPOTS**

**SUBJECT: Recycling Control Point (RCP) Supply Discrepancy Reports (SDR's)**

Attached is a revision to "Guidelines for processing Supply Discrepancy Reports, (SDR's) of RCP material". These replace pages 5 through 8 of the "Wrong Condition" portion of the procedures.

Questions may be directed to Mr. Paul Bricker, DDC-TO, DSN 977-8749, e-mail: pbricker@ddre.dla.mil, FAX 977-5182.

*Phyllis C. Campbell*  
PHYLLIS C. CAMPBELL  
Director of Distribution

Attachments

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<p><u>FOR LIMITED OR NON-EXTENDABLE SHELF LIFE:</u></p> <p>I. CONFIRM NSN <u>SHELF LIFE</u> CODE IN DLSC.</p> <ul style="list-style-type: none"> <li>- EXTENDIBLE TYPE II NUMERIC CODES, NON-EXTENDIBLE = TYPE I ALPHA CODES</li> <li>- CHECK DRMS RECORDS (E.G., DAC TRANSACTIONS OR PHONE CALL) TO DETERMINE IF THE NSN CONDITION CODE CHANGED BETWEEN RCP RECEIPT AND ISSUE PROCESS FOR TYPE II SHELF LIFE MATERIAL.</li> </ul> <p><u>IF TYPE II EXTENDABLE:</u></p> <ul style="list-style-type: none"> <li>- THE SALES CONTRACT OFFICE, SCO, WILL ADVISE THE CUSTOMER MATERIAL IS A TYPE II EXTENDABLE SHELF LIFE, WHAT THE EXTENSION PROCESS IS, AND DETERMINE IF THEY WILL ACCEPT THE MATERIAL.</li> <li>- IF YES, DETERMINE IF A BILLING ADJUSTMENT IS REQUIRED.</li> <li>- DO A WAIVER TO THE CONTRACT AND THEN UPDATE RCP FILES AS REQUIRED.</li> </ul>	<p>I. <u>FOR LIMITED OR NON-EXTENDABLE SHELF LIFE</u> <u>DISCREPANCIES</u> FORWARDED BY DRMS:</p> <ul style="list-style-type: none"> <li>- DETERMINE IF RCP MATERIAL IS AVAILABLE IN CORRECT CONDITION CODE.</li> <li>- IF MATERIAL IS AVAILABLE, DRMS RCP WILL PROVIDE MRO TO RESHIP MATERIAL TO RCP CUSTOMER.</li> <li>- <u>DRMS WILL PROVIDE INSTRUCTIONS VIA SDR</u> <u>WHEN MATERIAL IS EITHER:</u></li> <li>- TYPE II EXTENDABLE BUT REFUSED BY THE RCP CUSTOMER OR TYPE I, NON-EXTENDABLE ITEMS FOR PICK-UP AND DELIVERY TO THE DRMO NEAREST TO THE CUSTOMER.</li> <li>- DRMS SDR TO DD TRANSPORTATION OFFICER WILL AUTHORIZE: <ul style="list-style-type: none"> <li>-- MATERIAL PICK-UP VIA THIRD PARTY BILLING OR SHIP COMMERCIAL COLLECT</li> <li>-- REPLY TO DRMS SDR WITH ACTIONS TAKEN.</li> </ul> </li> </ul>

Attachment

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<p>- IF CUSTOMER REFUSES OPTION TO ACCEPT THE TYPE II SHELF LIFE EXTENDABLE MATERIAL, OFFER TO DETERMINE IF REPLACEMENT IS AVAILABLE AT THE SHIPPING DEPOT. IF IT IS, PROVIDE DEPOT WITH MRO FOR APPROPRIATE QUANTITY, AND FORWARD AN SDR TO INITIATE PICK-UP OF REFUSED MATERIAL FOR DELIVERY TO CLOSEST DRMO.</p> <p>-- DRMS--M WILL REQUEST THE CUSTOMER PROVIDE TRACABLE POS TO DRMO</p> <p><u>IF TYPE I NON-EXTENDABLE</u></p> <p>- PROVIDE THE CUSTOMER WITH MATERIAL TURN-IN INSTRUCTIONS.</p> <p>- SEND SDR TO SHIPPING DEPOT TO AUTHORIZE AND INITIATE PICK-UP OF REFUSED MATERIAL FOR DELIVERY TO CLOSEST DRMO.</p> <p>2. <u>INCOMPLETE UNIT OF ISSUE (U/I)</u> SEND SDR TO DEPOT</p>	<p>2. IF WRONG CONDITION DISCREPANCY IS DUE TO RECEIPT OF <u>INCOMPLETE UNIT OF ISSUE</u> (I.E., UNIT OF ISSUE IS BOX, UNIT PACK IS 24 TO A BOX, THE CUSTOMER RECEIVES 22 IN A BOX) THE DDD WILL:</p>

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<p>3. <u>MIS-DESCRIBED MATERIAL RECEIVED</u></p> <p>DESCRIPTION IN CATALOG OR ADVERTISED DOES NOT MATCH MATERIAL RECEIVED, BUT THE DEPOT ISSUED WHAT WAS REQUISITIONED, (I.E., MAT IN COND CODE A, BUT HAS BEEN USED, OR HAS SOME RUST ON IT).</p> <p>CHECK WITH CUSTOMER TO SEE IF THEY WILL ACCEPT MATERIAL WITH BILLING ADJUSTMENT.</p> <ul style="list-style-type: none"> <li>- IF YES, DO A WAIVER TO THE CONTRACT, UPDATE RCP FILES.</li> <li>- IF NO, CHECK WITH SHIPPING DEPOT TO DETERMINE IF MATERIAL IS AVAILABLE IN S9W ACCOUNT TO MEET CUSTOMERS SPECIFICATIONS.</li> <li>- IF THE DEPOT HAS QUANTITY AVAILABLE IN S9W OWNERSHIP, SEND SDR TO DEPOT TO ARRANGE FOR PICK UP RCP CUSTOMERS REFUSED MATERIAL AND DELIVER TO NEAREST DRMO.</li> </ul>	<ul style="list-style-type: none"> <li>- INITIATE AN INSPECTION OF THE REMAINING MATERIAL IN STOCK.</li> <li>- SEND RESULTS OF THE INSPECTION TO DRMS.</li> <li>- IF MATERIEL IS FOUND (I.E., YOU FIND THE MISSING PIECES IN THE BIN), DO AN OFF-LINE REQUISITION &amp; SHIP THE MATERIAL TO THE CUST..</li> </ul> <p>3. <u>MIS-DESCRIBED CONDITION CODE</u> (THE REQUISITION IS FOR CONDITION CODE A, THE MATERIAL HAS BEEN USED, MAYBE HAS SOME RUST ON IT, BUT THE CUSTOMER DOESN'T WANT THE MATERIAL)</p> <p>THE DDD WILL:</p> <ul style="list-style-type: none"> <li>- INITIATE AN INSPECTION OF THE REMAINING MATERIAL IN STOCK.</li> <li>- IF PROPER CONDITION IS FOUND FOR REMAINING STOCK, AND A POSITIVE BALANCE IS AVAILABLE IN S9W ACCOUNT</li> <li>- ADVISE DRMS VIA SDR <ul style="list-style-type: none"> <li>- DRMS WILL DETERMINE IF REPLACEMENT ITEM IS NECESSARY AND PROVIDE AN MRO TO DIRECT SHIPMENT TO THE CUSTOMER.</li> </ul> </li> </ul>

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<ul style="list-style-type: none"> <li>- SEND DEPOT MRO TO SHIP REPLACEMENT QUANTITY TO RCP CUSTOMER.</li> </ul>	<ul style="list-style-type: none"> <li>- AND PROVIDE MATERIAL PICK-UP AND DELIVERY INSTRUCTIONS TO BOTH RCP CUSTOMER AND DD TRANSPORTATION OFFICE FOR REMOVAL OF UNACCEPTABLE MATERIAL TURN-IN TO THE CLOSEST DRMO.</li> <li>-REPLY TO DRMS DETAILS OF ACTIONS TAKEN VIA SDR.</li> </ul>



IN REPLY  
REFER TO

**DEFENSE LOGISTICS AGENCY**  
**HEADQUARTERS**  
8725 JOHN J. KINGMAN ROAD, SUITE 2533  
FT. BELVOIR, VIRGINIA 22060-6221

MMLD

September 8, 1997

MEMORANDUM FOR DDRE-T  
DDRW-T  
DRMS-M

SUBJECT: Recycling Control Point (RCP) Supply Discrepancy Reports (SDRs)

The RCP program is now operating at seven DLA Distribution Depots and will be implemented at remaining DLA depots incrementally as DRMS RCP programming enhancements are completed. Recent analysis of the RCP program indicated the need to address incoming RCP customer complaints. As such, representatives from MMDLA, DRMS-MI/CR, and Distribution Region met and developed RCP SDR policy and procedures provided for you at enclosure 1.

The RCP-owned material is unique because the preponderance of DRMS directed Material Release Orders (MROs) authorize depot shipments to the private sector. Enclosure 1 policy/procedures were developed to ensure customer satisfaction and to prevent adverse publicity to DLA.

At enclosure 2, you will find a composite listing of RCP customer complaints identified by NSN, document number and distribution depot. In the interest of resolving this one time "clean up", the appropriate list was previously forwarded to the individual depots for research. Our request to the SDR Focal Points was to review hard copy and/or system documentation and provide Proof of Shipment (POS) to S9W if available. When research found no record of Material Release Order (MRO) at enclosure 2, they were to annotate listing and fax information to RCP offices in Battle Creek. A list of RCP POCs is provided at enclosure 3, should you need any further information.

It should be noted the level of customer non-receipt of material does not necessarily reflect negatively on the distribution depot support. Internal RCP system interface problems have often times prevented the posting of some transactions received electronically from the distribution depots and/or required manual updates. To expedite customer response efforts, we have offered our support to the RCP offices to help reconcile their material records with customer claims with the understanding that once research is completed the SDR procedures provided at enclosure 1 will then be applied.

Federal Recycling Program



Printed on Recycled Paper

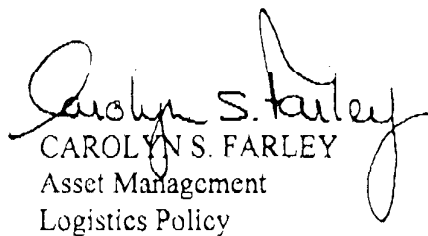
P.07/22

00T-07-1997 14:42

Please review enclosure 2 to ensure results of research are provide (via fax DSN 932-7568) to the RCP offices at Battle Creek, MI, NLT 30 Sep 97. They are awaiting the results of depot research to advise the customer of shipment status. When depot research indicates a specific MRO was never received, and/or generated an exception back to the RCP, the RCP will determine the appropriate action and provide material movement disposition (i.e., MRO/DRO) to the depot.

Any questions may be directed to MMLDA, Beth Altman, DSN 427-2531, facsimile number DSN 427-2528.

3 enclosures  
3 attachments

  
CAROLYN S. FARLEY  
Asset Management  
Logistics Policy

CC: DRMS-C/W. Woosley  
DRMS-USP/W. Schroeder  
MMLCP/D. Robbins

H. **Recycle Control Point (RCP) SDRs** The DRMS SDR Control Point will be the primary point of contact for all RCP Transfer, Donation and Sales customers. Each RCP customer is identifiable via key elements in the MILSTRIP requisition. For example, Donation customers will have a "YD" in blocks 45 & 46 of the supplementary address, and Transfer customers, will have a "YT" in the same blocks. RCP Sales customers are always identifiable via requisition number, SC4401, in blocks 30-35 of the 1348-1. DoD RCP customers will be handled in accordance with normal SDR procedures.

**I. The DRMS SDR Control Point will:**

- a. Ensure RCP customers know procedures for reporting discrepancies, and are included information passed between DMRS/RCP and Distribution Depots via copy furnished throughout SDR process.
- b. Receive basic SDR information from the customer and prepare SF 364 to record/report complaints (see attachment 1); and maintain a control log of in-process/completed SF 364s.
- c. Research contract requirements and determine when credit is appropriate without prior Depot research. Examples of discrepancies qualifying for up-front credit are damaged or misdescribed material. Any other type discrepancy should be reported to the depot prior to initiating corrective action.
- d. Provide an information copy of SF 364 to depot, identifying by an Action Code of 1H in block 11 for any up-front credits granted. If cause of damage is suspect, due to Depot handling, this should be indicated in block 12.
- e. Fax SF 364 to responsible Depot for investigation and corrective action if: condition code, misdirected shipment, shortage, non-receipt, and wrong item discrepancies are reported.
  - (1) Suspend the Depot 21 calendar days for reply.
  - (2) Identify special circumstances that require immediate/expedited corrective action. Examples of special circumstances are demil required and sensitive/control material discrepancies.
- f. Expeditiously advise customer of results of investigation and corrective action taken.
- g. Conduct follow-up inquiries with the Depot for missed suspense's.
- h. Suspense's more than 45 days late may be elevated to the attention of the Primary Level Field Activity (PLFA) SDR Focal Point.
- i. SDRs requiring special attention will always be brought to the attention of PLFA SDR Focal point.



## 2. The Depot will:

- a. Receive SDRs from DRMS and maintain an SDR control log in order to ensure proper control and disposition.
- b. Conduct necessary investigation and document results of research on SF 364 (See attachment 2).
- c. Complete research within 21 calendar days, unless special circumstances require immediate action, (i.e., demil required, sensitive/controlled material discrepancies). If it becomes evident that SDR research will not be completed within 21 day timeframe, request an extension from DRMS prior to the expiration of a suspense date. Extension requests should be the exception not the rule.
- d. Immediately notify the PLFA SDR Focal Point of research results of highly sensitive RCP SDRs.
- e. FAX results of research, corrective action taken, and/or recommended disposition instruction to the DRMS SDR focal point. Depot research results will be recorded and reported using format as provided on the back of the SF 364 document.
- f. In the event an RCP shipment is reported as misdirected, the shipping Depot's Transportation Office will coordinate reshipment, and Depot SDR Focal Point will provide this information to the DRMS via an SF 364 document. Reshipment costs will be covered by the Depot's Transportation Account Code (TAC) in cases where the Depot is negligent, and the RCP TAC when the RCP Offices are in error.
- g. Under no circumstances will customer rejected or damaged RCP/DRMO material be returned to the Depot. Arrangements will be coordinated with DRMS RCP offices to move this material to the DRMO nearest to the customer.
- h. Disposition instruction to return material (i.e., Mission stock that was shipped in error) to the shipping depot, will include instructions for the customer to mark the shipping container "Attention: Depot SDR Focal Point". This will be the first line of the "ship to" address. Cost of redirecting misshipment will be captured as it is today via Transportation's third party billing commercial collect document, (provided at attachment 3).
- i. Under no circumstances will another owner's material be used for reshipment to correct a RCP discrepancy.
- j. The PFLA will annually review and update their Depot SDR Focal Point of Contact list and provide this information to DRMS

P.11/22

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

TOTAL NON-RECEIPT	
DRMS	DDD
<p>1. CHECK FOR ANY DRMS SYSTEMS PROBLEMS SUCH AS:</p> <ul style="list-style-type: none"> <li>- CHECK IF DLA DISTRIBUTION DEPOT (DDD) RECEIVED REQUISITION.</li> <li>- IF THE REQUISITION HAS BEEN RECEIVED BY THE DDD, FAX SDR TO DDD.</li> <li>- IF THE REQUISITION HAS NOT BEEN RECEIVED BY THE DDD, RE-SEND THE REQUISITION TO THE DDD (DOCUMENT "SYSTEM'S PROBLEM" THAT CAUSED THAT MISSING MRO, I.E. CREATE A LOG FOR SYSTEM'S PROBLEMS.)</li> <li>- CHECK IF DLA DISTRIBUTION DEPOT SENT AN A6_, TO INDICATE REQUISITION WAS DENIED.</li> <li>- IF THE A6_ IS FOUND, REFUND CREDIT AND REPLY TO THE CUSTOMER.</li> <li>- IF NO A6_ IS FOUND SEND SDR TO THE DDD.</li> </ul> <p>2. IF NOT A DRMS SYSTEMS PROBLEM SUBMIT SDR TO THE DDD.</p>	<p>1. CHECK FOR SHIPPING DOCUMENTATION.</p> <ul style="list-style-type: none"> <li>- IF VALID "TRACEABLE" PROOF OF SHIPMENT (POS) IS FOUND, SEND POS TO DRMS IN REPLY TO SDR.</li> <li>- IF "TRACEABLE" POS IS NOT AVAILABLE GO TO STEP 2.</li> </ul> <p>2. DO AN OFF-LINE INVENTORY (PHYSICAL SEARCH).</p> <ul style="list-style-type: none"> <li>- IF THE MATERIAL IS FOUND SHIP MATERIAL TO CUSTOMER ON AN OFF-LINE REQUISITION.</li> </ul> <p>3. IF MATERIAL IS NOT FOUND:</p> <ul style="list-style-type: none"> <li>- DENY THE REQUISITION.</li> <li>- REPLY TO SDR.</li> <li>- INITIATE A PHYSICAL INVENTORY WITH TYPE PHYSICAL INVENTORY CODE, TPIC, "R" FOR THE MISSING NSN.</li> </ul>

OCT-07-1997 14:43

## - GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

SHORTAGE	
DRMS	DDD
<p>1. CHECK FOR ANY DRMS SYSTEMS PROBLEMS SUCH AS:</p> <ul style="list-style-type: none"> <li>- CHECK IF DLA DISTRIBUTION DEPOT SENT AN A6_, TO INDICATE MRO WAS PARTIALLY DENIED.</li> <li>- IF THE A6_ IS FOUND, REFUND CREDIT AND REPLY TO THE CUSTOMER.</li> <li>- IF NO A6_ IS FOUND SEND SDR TO THE DDD.</li> </ul> <p>2. IF NOT A DRMS SYSTEMS PROBLEM SUBMIT SDR TO THE DDD.</p>	<p>1. CHECK FOR SHIPPING DOCUMENTATION.</p> <ul style="list-style-type: none"> <li>- IF VALID "TRACEABLE" PROOF OF SHIPMENT (POS) INDICATES THE "TOTAL WEIGHT/CUBE" WAS SHIPPED SEND POS AND FREIGHT BILL INFO TO DRMS IN REPLY TO SDR.</li> <li>- IF POS DOES NOT CLEARLY INDICATE "COMPLETE" SHIPMENT MADE. GO TO STEP 2.</li> </ul> <p>2. DO AN OFF-LINE INVENTORY (PHYSICAL SEARCH).</p> <ul style="list-style-type: none"> <li>- IF THE MATERIAL IS FOUND SHIP MATERIAL TO CUSTOMER ON AN OFF-LINE REQUISITION.</li> </ul> <p>3. IF MATERIAL IS NOT FOUND:</p> <ul style="list-style-type: none"> <li>- DENY THE REQUISITION FOR THE SHORTAGE QUANTITY..</li> <li>- REPLY TO SDR</li> <li>- INITIATE A PHYSICAL INVENTORY WITH TYPE PHYSICAL INVENTORY CODE, TPIC, "R" FOR THE MISSING NSN.</li> </ul>

## - GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG ITEM	
DRMS	DDD
<p>1. CHECK FOR ANY DRMS SYSTEMS PROBLEMS SUCH AS:</p> <ul style="list-style-type: none"> <li>- VALIDATE THAT THE ARO CONFIRMATION RECEIVED FROM DEPOT INDICATED SHIPMENT OF THE REQUISITIONED NSN.</li> <li>- IF ARO INDICATES REQUESTED ITEM WAS SHIPPED SUBMIT SDR TO THE DDD.</li> </ul> <p>IF, AFTER DDD RESEARCH, AN A6_ IS GENERATED, PROVIDE RCP CUSTOMER CREDIT FOR A6_ QUANTITY.</p>	<p>1. CONDUCT PHYSICAL RESEARCH ON THE ITEM REQUESTED AND THE ITEM RECEIVED</p> <ul style="list-style-type: none"> <li>- IF WRONG ITEM ISSUED IS NON-S9W MATERIAL. <ul style="list-style-type: none"> <li>HAVE THE CUSTOMER SHIP MATERIAL BACK TO THE DDD. PROVIDE TRANSPORTATION INFORMATION (I.E., TAC CODE TO PAY FOR SHIPPING COSTS FOR DoD CUSTOMERS OR HAVE THEM "SHIP COMMERCIAL COLLECT" FOR NON-DoD CUSTOMERS).</li> </ul> </li> <li>- REQUEST THE CUSTOMER PROVIDE TRACEABLE POS TO DDD.</li> <li>- IF THE DDD HAS THE CORRECT ITEM ORDERED IN STOCK UNDER THE S9W OWNER, GENERATE OFF-LINE SHIPPING DOCUMENT TO RE-SHIP MATERIAL VIA "TRACEABLE" MEANS TO THE RCP CUSTOMER.</li> <li>- IF CORRECT ITEM IS NOT FOUND, GENERATE AN A6_ TO DENY THE QUANTITY THAT CANNOT BE SATISFIED.</li> </ul>

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

Mis-DIRECTED MATERIAL	
DRMS	DDD
<p>I. CHECK FOR ANY DRMS SYSTEMS PROBLEMS SUCH AS:</p> <ul style="list-style-type: none"> <li>- VALIDATE THAT THE ARO CONFIRMATION RECEIVED FROM DEPOT INDICATED SHIPMENT OF THE REQUISITIONED NSN.</li> <li>- IF NO SYSTEM PROBLEM SUBMIT SDR TO THE DDD.</li> </ul>	<p>I. RESEARCH ITEM REQUESTED AND CHECK FOR ANOTHER SDR SUBMITTED FOR TOTAL NON-RECEIPT OR WRONG ITEM RECEIVED.</p> <ul style="list-style-type: none"> <li>* - PROVIDE TRANSPORTATION INFORMATION (I.E. THIRD PARTY BILLING OR SHIP COMMERCIAL COLLECT) SO CUSTOMER SUBMITTING SDR CAN RE-DIRECT MATERIAL TO PROPER DESTINATION.</li> <li>- ASK CUSTOMER SUBMITTING SDR TO PROVIDE POS TO THE DDD SDR FOCAL POINT.</li> <li>- PROVIDE REPLY TO THE SDR TO THE CUSTOMER SUBMITTING THE SDR AND THE CUSTOMER AT THE SITE THE MATERIAL IS BEING RE-DIRECTED TO.</li> </ul>

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<p>1. IS THE NSN CODED <u>SHELFLIFE</u> IN DLSC (IS IT EXTENDIBLE (TYPE II CODES, NUMERIC) OR NON-EXTENDIBLE (TYPE I CODES, ALPHA)) ??</p> <ul style="list-style-type: none"> <li>- DRMS WILL CHECK TO SEE IF THE CONDITION CODE HAS CHANGED AT DEPOT FOR TYPE II SHELF LIFE MATERIAL (E.G. DAC TRANSACTION OR PHONE CALL).</li> <li>- THE SALES CONTRACT OFFICE, SCO, WILL CHECK WITH THE CUSTOMER TO SEE IF THEY WILL ACCEPT THE RECEIVED CONDITION CODED MATERIAL (I.E., B OR C VICE A).</li> <li>- IF YES, DO A WAIVER TO THE CONTRACT AND THEN UPDATE RCP FILES WITH CONDITION CODE PROVIDED.</li> <li>- IF NO, NOTIFY DRMS-CR.</li> <li>- IF THE MATERIAL, IN THE CORRECT CONDITION, IS AVAILABLE (OWNER S9W) FOR REPLACEMENT ISSUE FORWARD SDR TO THE DDD.</li> <li>- IF THE MATERIAL, IN THE CORRECT CONDITION, IS <u>NOT</u> AVAILABLE, REQUEST THAT THE CUSTOMER TURN-IN THE MATERIAL RECEIVED INTO:</li> </ul>	<p>1. FOR <u>SHELFLIFE DISCREPANCIES</u> FORWARDED BY DRMS:</p> <ul style="list-style-type: none"> <li>- DETERMINE IF RCP MATERIAL IS AVAILABLE IN CORRECT CONDITION CODE.</li> <li>- IF MATERIAL IS AVAILABLE RESHIP MATERIAL TO RCP CUSTOMER.</li> <li>- DETERMINE IF WRONG CONDITION CODE MATERIAL SHOULD BE RETURNED TO DDD OR NEAREST DRMO.</li> <li>- REPLY TO SDR.</li> </ul> <p>2. IF WRONG CONDITION DISCREPANCY IS DUE TO RECEIPT OF <u>INCOMPLETE UNIT OF ISSUE</u> (I.E., UNIT OF ISSUE IS BOX, UNIT PACK IS 24 TO A BOX, THE CUSTOMER RECEIVES 22 IN A BOX) THE DDD WILL:</p> <ul style="list-style-type: none"> <li>- INITIATE AN INSPECTION OF THE REMAINING MATERIAL IN STOCK.</li> <li>- SEND RESULTS OF THE INSPECTION TO DRMS</li> <li>- IF MATERIAL IS FOUND (I.E., YOU FIND THE MISSING PIECES IN THE BIN), DO AN OFF-LINE REQUISITION &amp; SHIP THE MATERIAL TO THE CUSTOMER.</li> </ul> <p>3. <u>MIS-DESCRIBED CONDITION CODE</u> (THE REQUISITION IS FOR CONDITION CODE A, THE MATERIAL HAS BEEN USED, MAYBE HAS SOME RUST ON IT, BUT THE</p>

P.16/22

- GUIDELINES FOR PROCESSING SUPPLY DISCREPANCY REPORT (SDR) OF RCP MATERIAL

WRONG CONDITION	
DRMS	DDD
<ul style="list-style-type: none"> <li>- TO THE CLOSEST DRMO AND DRMS WILL PROVIDE CREDIT TO THE CUSTOMER. IF S9W MATERIAL.</li> <li>- TO THE DDD, IF NOT S9W MATERIAL.</li> </ul> <p>2. DRMS WILL REPLY TO ALL COMPLAINTS OF <u>MIS-DESCRIBED MATERIAL RECEIVED</u> (I.E., DESCRIPTION IN CATALOG OR ADVERTISED DOES NOT MATCH MATERIAL RECEIVED, BUT THE DEPOT ISSUED WHAT WAS REQUISITIONED)</p> <p>3. INCOMPLETE UNIT OF ISSUE(U/I).</p> <ul style="list-style-type: none"> <li>-SEND SDR TO DEPOT.</li> </ul>	<p>CUSTOMER DOESN'T WANT THE MATERIAL) THE DDD WILL:</p> <ul style="list-style-type: none"> <li>- INITIATE AN INSPECTION OF THE REMAINING MATERIAL IN STOCK.</li> <li>-IF THE WRONG CONDITION DESCRIBED IN SDR EXISTS WITH REMAINING STOCK: <ul style="list-style-type: none"> <li>- THE CUSTOMER WILL BE DIRECTED TO RETURN THE ORIGINAL MATERIAL ISSUED TO DRMO.</li> </ul> </li> <li>- IF PROPER CONDITION IS FOUND FOR REMAINING STOCK: <ul style="list-style-type: none"> <li>- DO AN OFF-LINE MRO TO SHIP THE CORRECT CONDITION CODED MATERIAL TO THE CUSTOMER.</li> <li>- AND DIRECT THE RCP CUSTOMER TO TURN-IN THE WRONG CONDITION MATERIAL RECEIVED TO THE CLOSEST DRMO.</li> <li>-SEND RESULTS TO DRMS ON SDR.</li> </ul> </li> </ul>

OCT-07-1997 14:44

**DRMS DEPOT SITE CODING ASSIGNMENT\***

S9WA - SAN DIEGO DISTRIBUTION DEPOT

S9WB - JACKSONVILLE DISTRIBUTION DEPOT

S9WF - WARNER ROBINS DISTRIBUTION DEPOT

S9WG - OKLAHOMA DISTRIBUTION DEPOT

S9WH - HILL DISTRIBUTION DEPOT

S9WJ - SAN ANTONIO DISTRIBUTION DEPOT

S9WI - MCCLELLAN DISTRIBUTION DEPOT

\* Site Coding/location assignment annotated on enclosure 2, customer complaint listing



# DEPOT SUPPLY DISCREPANCY REPORT (SDR) FOCAL POINTS

## Sites already operating RCP

DDDC-XIC Defense Distribution Depot San Diego 2680 Woden Street, Bldg 322 San Diego, CA 92316-5491	RIC ND_ (SDX) DODAAC SW3218 Phone DSN 526-6713/6714 COM (619)-556-6713/6714 FAX DSN 526-6708
DDJF-V Distribution Depot Jacksonville Navel Air Station Jacksonville Florida 32212-0103 Attn: Brian Dacy	RIC NBZ (SDM) DODAAC SW3122  Phone COM (904) 542-0151 FAX COM (904) 542-0149
DDHU-XIS Defense Distribution Depot Hill 7537 Warbleigh Road, Bldg 849 Hill AFB, UT 84056-5734	RIC SDT DODAAC SW3210  Phone DSN 777-7712/2375 FAX DSN 777-1187
DDOO-XIC Distribution Depot Oklahoma 3301 F Avenue, Bldg 506 Tinker AFB, OK 73145-8000	FIC SDU DODAAC SW3211  Phone DSN 339-5612/7271 FAX DSN 339-7229
DDWG-V Distribution Depot Warner Robins Robins AFB, Georgia 31098-1887 Attn: Gwen Bailey	RIC FL_ (SDD) DODAAC SW3119  Phone DSN 468-5909 FAX DSN 468-6210
DDMC-XI Distribution Depot McClellan 2031 Iczork Street, Bldg 783K McClellan AFB, CA 95652-1621	RIC FF DODAAC FY2041  Phone DSN 633-5233/2319 FAX DSN 633-4308
DDST-X1 Distribution Depot San Antonio 280 Dover Street, Bldg 1534 Kelly AFB, TX 75507-5000	RIC FP_ DODAAC SW3213  Phone DSN 945-7478 FAX DSN -945 3379

<b>REPORT OF DISCREPANCY (ROD)</b>		1. DATE OF PREPARATION 4 Sep 97	2. REPORT NUMBER 97CO24
<input checked="" type="checkbox"/> SHIPPING <input type="checkbox"/> PACKAGING TO (Name and address, include ZIP Code) DDOO-XI P.O. BOX 458000 TINKER AFB, OK, 73145-8000		4. FROM (Name and address, include ZIP Code) DRMS-MIR 74 N. WASHINGTON BATTLE CREEK, MI. 49017-3092 <b>FOR:</b> GARY VANCLEEF 8499 LYNN RIVER RD NORFOLK, VA. 23503-3246	
5a. SHIPPER'S NAME		5b. NUMBER AND DATE OF INVOICE	6. TRANSPORTATION DOCUMENT NUMBER (GBL, Waybill, TCN, etc.)
7a. SHIPPER'S NUMBER (Purchase Order/ Shipment, Contract, etc.)	7b. OFFICE ADMINISTERING CONTRACT		8. REQUISITIONER'S NUMBER (Requisition, Purchase Request, etc.) SC44016347917

9. SHIPMENT, BILLING, AND RECEIPT DATA					10. DISCREPANCY DATA				11. ACTION CODE
NSN/PART NUMBER AND NOMENCLATURE (a)	UNIT OF ISSUE (b)	QUANTITY SHIPPED/ BILLED (c)	QUANTITY RECEIVED (d)	QUANTITY (e)	UNIT PRICE (f)	TOTAL COST (g)	CODE (h)		
6625-00-848-5944 /PN 4005T73P04 DUAL SEAL	EA	34	0	34	138.95	4,724.30	S3		1C

12. REMARKS (Continue on separate sheet of paper if necessary)

BOX WAS EMPTY UPON OPENING

INSPECTED AND VERIFIED BY M. FRAKER/DDO-EAA 399-5095

1 DISCREPANCY CODES		2 ACTION CODES
<b>CONDITION OF MATERIAL</b> C1 - In condition other than that indicated on release/receipt document C2 - Expired shelf life C3 - Damaged parcel post shipment <b>SUPPLY DOCUMENTATION</b> D1 - Not received D2 - Illegible or mutilated D3 - Incomplete improper or without authority (Only when receipt cannot be properly processed) <b>MISDIRECTED MATERIAL</b> M1 - Addressed to wrong activity <b>OVERAGE/DUPLICATE SHIPMENTS</b> O1 - Quantity in excess of that on receipt document O2 - Quantity in excess of that requested (Other than unit of issue pack) O3 - Quantity duplicates shipment <b>PACKING DISCREPANCY</b> P1 - Improper preservation P2 - Improper packing P3 - Improper marking P4 - Improper unitization	<b>PRODUCT QUALITY DEFICIENCIES</b> Q1 - Deficient material (Applicable to Grant Aid and FMS shipments only) <b>SHORTAGE OF MATERIAL</b> S1 - Quantity less than that on receipt document S2 - Quantity less than that requested (Other than unit of issue pack) S3 - Non-receipt of parcel post shipments <b>ITEM TECHNICAL DATA MARKINGS (i.e., Name/ Plates, Log Books, Operating Handbooks, Special Instructions, etc.)</b> T1 - Missing T2 - Illegible or mutilated T3 - Precautionary operational markings missing T4 - Inspection data missing or incomplete T5 - Serviceability operating data missing or incomplete T6 - Warranty data missing <b>WRONG ITEM (Identify requested item as a separate copy in Item 9 above)</b> W1 - Incorrect item received W2 - Unacceptable substitute <b>OTHER DISCREPANCIES</b> Z1 - See remarks	1A - Disposition instructions re-requested (Reply on reverse) 1B - Material being retained (See remarks) 1C - Supporting supply documentation requested 1D - Material still required expedite shipment (Not applicable to FMS) 1E - Local purchase material to be returned at supplier's expense unless disposition instructions to the contrary are received within 15 days (Reply on reverse) (Not applicable in FMS) 1F - Replacement shipment requested (Not applicable to FMS) 1G - Reshipment not required. Item to be re-requisitioned. 1H - No action required. Information only. 1Z - Other action required (See remarks)

13. FUNDING AND ACCOUNTING DATA

14a. TYPED OR PRINTED NAME, TITLE, AND PHONE NUMBER OF PREPARING OFFICIAL JOHN Q. PUBLIC/DDOO-EAA/DSN 399-5095	14b. SIGNATURE
---	----------------

15. DISTRIBUTION ADDRESSES FOR COPIES

GARY VANCLEEF  
8499 LYNN RIVER RD  
NORFOLK, VA 23503-3246

BRUCE BUTTERS  
DRMS-MIR  
P.O. BOX 1280  
BATTLE CREEK, MI 49016

VERNITA WILLIAMS  
DRMS-CR  
74 N. WASHINGTON ST  
BATTLE CREEK, MI 49016

P. 20/22

100-02-07-1997 14:44

16. FROM:

DDOO-XI  
P. O. BOX 458000  
TINKER AFB, OK 73145-8000  
PHONE: DSN 399-5092

17. DISTRIBUTION ADDRESSES FOR COPIES

DRMS-MIR  
74 N WASHINGTON  
BATTLE CREEK, MI 49017-3092

18. TO:

DRMS-MIR  
74 N. WASHINGTON  
BATTLE CREEK, MI 49017-3092

Use window envelope to mail this document. Insert name and address, including ZIP Code, starting one typing space below the left dot. Each address line must NOT extend beyond right dot. Address must not exceed four single space typing lines.

19. IN ACCORDANCE WITH NOTICE OF DISCREPANCY ON FACE OF THIS FORM:

a. MATERIAL		DOCUMENT NUMBER	b. <input type="checkbox"/> NO RECORD OF SHIPMENT. RESUBMIT REPORT TO PROPER OFFICE UNDER APPROPRIATE REGULATION.	
<input checked="" type="checkbox"/> HAS BEEN	<input type="checkbox"/> WILL BE SHIPPED	SC4401173469173		
c. <input type="checkbox"/> AN ADJUSTMENT IN BILLING HAS BEEN/WILL BE PROCESSED AS A:		<input type="checkbox"/> CREDIT <input type="checkbox"/> DEBIT	d. <input type="checkbox"/> INVOICE/BILL ATTACHED	e. <input checked="" type="checkbox"/> PROOF OF DELIVERY (Parcel Post Shipments) OR EVIDENCE OF SHIPMENT ENCLOSED.
f. <input type="checkbox"/> AN ADJUSTMENT IN BILLING FOR THE REPORTED DISCREPANCY WILL NOT BE PROCESSED FOR THE FOLLOWING REASON WHICH IS CITED IN THE INDICATED REGULATION.				
(1) REASON FOR NOT PROCESSING		(2) PRESCRIBING REGULATION		
(a) DISCREPANCY WAS NOT REPORTED WITHIN THE TIME FRAMES ALLOWED AND/OR		(a) CHAPTER 5 OF THE GSA HANDBOOK, DISCREPANCIES OR DEFICIENCIES IN GSA OR DOD SHIPMENTS, MATERIAL, OR BILLINGS (FPMR 101-26.8)		
(b) DOLLAR VALUE DOES NOT MEET THE CRITERIA PRESCRIBED IN THE REGULATION OR AGREEMENT INDICATED IN 1972		(b) CHAP. 2 AND/OR 7 OF DOD 4000.25-7, MILITARY STANDARD BILLING SYSTEM (MILSBILLS) AND/OR DD 1513, U.S. DOD OFFER AND ACCEPTANCE AS APPLICABLE		

20. THE FOLLOWING DISPOSITION IS TO BE MADE OF THE REFERENCED MATERIAL:

a. <input type="checkbox"/> PROCESS FOR DISPOSAL IN ACCORDANCE	b. <input type="checkbox"/> REPRESENTATIVE WILL CALL FOR DISCUSSION	DAYS
c. <input type="checkbox"/> RETAIN MATERIAL AT NO CHARGE.	d. <input type="checkbox"/> MATERIAL WILL BE PICKED UP IN:	DAYS
e. <input type="checkbox"/> SHIP MATERIAL (Specify location)		
(1) <input type="checkbox"/> GBL APPROPRIATION CHARGEABLE		
(2) <input type="checkbox"/> CHARGES COLLECT-VIA: <input type="checkbox"/> FREIGHT <input type="checkbox"/> EXPRESS <input type="checkbox"/> PARCEL POST <i>IS _____ postage advanced herewith.</i>		
(3) <input type="checkbox"/> PARCEL POST LABEL ATTACHED (4) <input type="checkbox"/> FREIGHT PREPAID <i>NOTE: Please enclose postage. Material</i>		

f. ☐ OTHER (Specify) This material was signed off by Gov't Inspector at "your business". It was shipped 8/5/97. Your agency

21. <input type="checkbox"/> IF MATERIAL IS STILL REQUIRED.	22. <input type="checkbox"/> REPLACEMENT WITH SATISFACTORY	DATE
---	--	------

23. REMARKS (Continue on separate sheet of paper if necessary)

24. TYPED OR PRINTED NAME AND PHONE NUMBER	24b. SIGNATURE	DATE
--	----------------	------

P. 21/22

STANDARD FORM 364 BACK (REV. 2-88)  
OCT-07-1997 14:45

DATE \_\_\_\_\_

**DEFENSE DISTRIBUTION  
REGION WEST  
"CUSTOMER SERVICE"**

TO: FROM: R.O.D. SECTION  
ORG: DDJC-THTO ORG: DDJC-V  
PHONE: 29585 PHONE: 29367

AUTHORIZATION GIVEN FOR  
MATERIAL TO BE FORWARDED :

FROM:

BILL ON:

SHARPE ACCOUNT: \_\_\_\_\_

TRACY ACCOUNT: \_\_\_\_\_

TCN#

TO:

AUTHORIZATION GIVEN FOR MATERIAL  
TO BE RETURNED :

FROM:

TCN#

TO:

AUTHORIZED BY:

COMMENTS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_